

Assist a Customer Whose Refund has been Lost, Stolen, or Issued in an Incorrect Name

Process

[ASSIST INCOME TAX CUSTOMERS IN THE LOCALITY](#)

Effective Date

01/01/2017

Purpose

This task is performed by the Commissioner of the Revenue's Office Locality Representative to inform the customer of the actions required to obtain a corrected replacement refund in the event a refund has been lost, stolen or originally issued to an incorrect name.

Special Notes

- Customers will receive their refund via 2 methods: (1) Direct Bank Deposit to their checking or savings or (2) paper check.
- Inquiries related to either refund method should be directed to TAX's Customer Services at (804) 367-8031.
- A complete list of Frequently Asked Questions (FAQs) will be provided on the Tax Department's website www.tax.virginia.gov.

Procedure

Responsibility

Commissioner of the Revenue's Office Locality Representative

Steps

1. Receive information from the customer concerning a problem with a refund.
2. Inform the customer of the actions they must take to resolve the problem.
 - A. If the problem is one of the following, inform the customer to contact TAX's Customer Services at (804) 367-8031.
 1. Issue with a **direct bank deposit refund**
 2. Paper check has been **lost or stolen**
 3. Refund (either method) with **wrong refund amount**
 - B. If the problem is an **incorrect name** or **social security number**, advise the customer according to their refund method.
 1. If via **paper check** and the customer **deposited/cashed** the check,
 - a. Provide the customer with this mailing address.
Department of Taxation
Office of Customer Services

PO Box 1115

Richmond, VA 23218 – 1115

- b. Inform the customer to contact TAX, in writing, and provide the following information.

- Full name
- SSN
- Current address
- Incorrect information as it appeared on the check
- Corrected information

NOTE: Upon receipt of the information TAX will correct the customer's records in IRMS.

2. If via **paper check** and the customer was **unable to deposit/cash** the check,

- a. Provide the customer with this mailing address.

Department of Taxation

Office of Tax Processing Operations - Refund Team

PO Box 658

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- b. Inform the customer to contact TAX, in writing, and provide the following information.

- Full name
- SSN
- Current address
- Incorrect information as it appears on the check
- Corrected information
- The incorrect refund check
- A request for TAX to reissue the check

NOTE: Upon receipt of the check and information, TAX will initiate action to reissue the refund and correct the customer's records in IRMS.

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